

Contact Centre Manager

Location: Park Square, Cheadle, Stockport

Salary: Circa £40,000 per annum depending on experience

Job Type: Permanent full-time, 35 hours per week. (However, in order to fulfil the role and to support the operational needs of the PCC department, flexibility in the working day, and weekend working on occasion, may be required). The PCC operational hours are Monday to Friday, 8:00 - 18:00 and Saturday, 8:00 - 16:00



What is UK Biobank?

UK Biobank is a major national and international health resource, set up with the aim of improving the prevention, diagnosis and treatment of a wide range of serious and life-threatening illnesses. UK Biobank is following the health and well-being of 500,000 volunteer participants and providing health information, which does not identify them, to approved bona fide health researchers in the UK and overseas, from academia and industry.

The role

UK Biobank are looking to recruit a Contact Centre Manager to effectively manage our Participant Contact Centre (PCC) based in Stockport.

The Participant Contact Centre Manager is responsible for the professional, effective, and efficient delivery of excellent customer service to UK Biobank's participants and the leadership of a contact centre team of 10+, supported by the Deputy Manager. You'll manage the PCC operation, including planning and organisation of the team and all resources to ensure targets are set and achieved.

You'll also drive the development of strategies and plans for the PCC working with the Head of Study Administration, and provide assurance on team performance. The role will involve close working with our Communications Team on the development of participant events and communications, and information systems specialists on the development and implementation of new systems.

This is an exciting opportunity to join UK Biobank as it moves into a new phase where we anticipate that more frequent engagement with our participants will be essential.

What is the Participant Contact Centre?

The PCC provides support to our UK Biobank participants, handling requests for research study information, providing guidance and answering study related queries, as well as booking appointments and dealing with a variety of participant administration tasks. The PCC aims to promote ongoing engagement and is a key part of our PPIE (Participant and Public Involvement & Engagement) activity. It is central to delivering a great experience for all 500,000 of our participants – who continue to make an incredible contribution to health research undertaken across the world.

What we are looking for:

With a strong customer focus and collaborative style, we're looking for someone who has significant experience of operational management in a regulated or quality focused contact/call centre environment.

You'll be able to demonstrate having effectively communicated with a wide range of stakeholders and have experience of writing standard operating procedures and instructions.

Whilst exercising good judgement, you will have experience of working independently on planning and leading on projects, making decisions and having accountability – which includes managing change and unforeseen challenges, and addressing concerns as they arise.

It would also be great if you had previous work experience in an environment which handles confidential, personal data is important, whilst knowledge of medical terminology, handling health-related information, working within an accredited quality system and/or scientific research environment would all be an advantage.

Benefits for working at UK Biobank

- USS salary sacrifice pension scheme (9.8% employee contribution & 21.6% employer contribution)
- 26 Days Annual Leave (increasing with length of service) + Bank Holidays
- Christmas Closure
- Enhanced maternity/paternity/adoption/shared parental leave
- Enhanced company sick pay scheme
- Cycle to work scheme
- Health and wellbeing initiatives including an Employee Assistance Programme (EAP)
- Annual Flu vaccination
- Death in service benefit (3 times annual salary)
- Employee discount platform scheme
- Active social committee
- Flexible work life balance policy
- Free onsite car parking
- Onsite café
- Gym facilities, we even have a putting green!

By working for UK Biobank you are part of an organisation whose mission is to contribute to improving the health of future generations.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

Please click on the links for more information about [Working for UK Biobank](#) and [Recruitment guidance for candidates](#)

The closing date for applications is 24 June 2022, subject to early closure upon receipt of suitable applications. Previous applicants need not apply.

To apply

Please email your CV and covering letter to jobs@ukbiobank.ac.uk